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| 5073 | 7590 | 07/24/2009 | EXAMINER | |
| BAKER BOTTS L.L.P. 2001 ROSS AVENUE SUITE 600 DALLAS, TX 75201-2980 | | | NGUYEN, KHAI N | |
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

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| | | | |
|------------------------------|--------------------------------------|---------------------------------------|--|
| Office Action Summary | Application No. 10/824,180 | Applicant(s) SHAFFER ET AL. | |
| | Examiner KHAI N. NGUYEN | Art Unit 2614 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 23 April 2009.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-42 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-42 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on April 23, 2009 has been entered. No claims have been amended. No claims have been canceled. No claims have been added. Claims 1-42 are still pending in this application, with claims 1, 15, 27, 41, and 42 being independent.
2. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 103

3. Claims 1-8, 10-20, 22-34, and 36-42 are rejected under 35 U.S.C. 103(a) as being unpatentable over Huang et al. (U.S. Patent Number 6,577,726 hereinafter "Huang") in view of Baffes et al. (U.S. Patent No. 6,292,792), and in view of Hickman (U.S. Publication Number 2001/0033564 A1).

Regarding claims 1, 15, 27, and 41, Huang teaches a system, a method and a computer-readable medium encoded with logic (col. 5 lines 35-64, i.e., Algorithms/Procedures/Pseudo Code) for enhanced extension mobility, the system comprising one or more processing units collectively operable to:

access user input indicating either:

a desire of a user to logon at an endpoint in a private mode according to which the endpoint supports only an extension of the user (Fig. 1, 12 Client Without

Hoteling “Private Mode”, col. 2 lines 1-2, i.e., not enabled for sharing then use the agent default telephone reads on “private mode”, col. 3 lines 37-38); or

a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled “Shared Mode”, col. 3 lines 59-60, and col. 4 lines 19-22);

if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, configure the endpoint to support only an extension of the user (Fig. 1, 12 Client Without Hoteling “Private Mode”, 31 Application Server(s), 51 CTI Middleware Server, col. 2 lines 1-2, col. 3 lines 35-48); and

if the user input indicates a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users, configure the endpoint to concurrently support an extension of the user and one or more other extensions of one or more other users (Fig. 1 – 11, 13 Clients Hoteling Enabled “Shared Mode”, 31 Application Server(s), 51 Middleware Server, col. 3 lines 59-60, and col. 4 lines 19-22).

However, Huang might not clearly disclose the user can be concurrently logged on at multiple endpoints and the endpoint concurrently support an extensions of the user and one or more other extensions of one or more users. Although Huang teaches the user can be logged on at multiple endpoints (Huang – col.2 lines 26-30, i.e., a

traveling consultant is moving to different locations, using different computers in each location), and sharing the endpoint among multiple users (Huang – col. 4 lines 19-22).

In addition, the feature “the user can be concurrently logged on at multiple endpoints” is old and well known in the art (e.g., user can concurrently logon to different computers, another example is in the USPTO - an examiner can be concurrently logged on at multiple computers/workstations such as logged on the office computer/workstation and the examiner leave the computer/workstation for training, but remains logged on, and then again the examiner logs into another computer/workstation in the training laboratory). At the PTO and many other business an employee who is logged on at work may also log on concurrently when he/she goes home (e.g., work at home). Many other examples are also available to show this the feature of concurrently logging on to different endpoints is extremely old and well known. Even at home one may log on using different computers.

In the same filed of endeavor, Baffes teaches a user can be concurrently logged on at multiple endpoints (see Baffes – Figs. 1-6, 34 USER, column 14 lines 26-36, and lines 51-58, i.e., a user logons and leaves the first computer, but remains logged on and the user goes to a second computer then again logs into this second computer), and Baffes further teaches that there is a need to provide information delivery to a user from any of multiple configurations (see Baffes – column 3, line 4 through column 4 line 6). Hickman teaches a system and a method for the endpoint concurrently support an extensions of the user and one or more other extensions of one or more users (See Hickman – Fig. 10, paragraph [0079], i.e., multiple users share “concurrently” a single

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telephone number and an “extension” can be provided to specify which individual is calling from that telephone number, e.g. “caller-ID 415-555-1234-33” with extension “33” can be used to indicate that the caller is user #33 of telephone number “415-555-1234”). Hickman further teaches that there is a need for providing extension to identify a particular individual when a single telephone concurrently supports multiple users (see Hickman – paragraph [0018]).

Therefore, it would have been obvious to a person of ordinary in the art at the time of the invention was made to incorporate the features for a user can be concurrently logged on at multiple endpoints and the endpoint concurrently support an extensions of the user and one or more other extensions of one or more users, as taught by Baffes and Hickman, into the method and system of Huang in order to enhance the extension mobility. Since, Huang teaches the user can log into the server from any enabled endpoint and sharing the endpoint among multiple users extensions, and thus adding the user can be concurrently logged on at multiple endpoints and the endpoint concurrently support multiple users extensions is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143). One having ordinary skill in the art would have been motivated to make such a modification to provide the information delivery to a user from any of multiple configurations and the extension to identify a particular individual when a single telephone concurrently supports multiple users , as per the teachings of Baffes and Hickman.

Regarding claims 2 and 28, Huang teaches the system wherein one or more of the processing units are located at the endpoint and the computer-readable medium being at least partly located at the endpoint (Fig. 1, 11-13 Client Workstations “processing units and logic”, col. 4 lines 29-30).

Regarding claims 3 and 29, Huang teaches the system wherein one or more of the processing units are located at a server remote from the endpoint and the computer-readable medium being at least partly located at a server remote from the endpoint (Fig. 1, 31 Application Server(s), 51 Middleware Server, col. 4 lines 32-34).

Regarding claims 4-6, 11, 16-18, 23, 30-32, and 37, Huang teaches the system, the method and the computer-readable medium, wherein the one or more processing units are operable to:

prompt the user to select between private mode and shared mode at the endpoint (Fig. 1, col. 5 lines 37-38, i.e., hoteling flag “false” (private mode)); and receive a selection by the user of either private mode or shared mode at the endpoint, the selection providing the user input (Fig. 1, col. 5 lines 38-41, i.e., hoteling flag “true” (shared mode)).

prompt the user to enter an extension of the user to logon at the endpoint; access an extension entered by the user; and configure the endpoint to support the entered extension (column 1 lines 62-67, column 2 lines 1-2, i.e., unique agent ID “extension”).

prompt the user to enter a password to logon at the endpoint; access a password entered by the user; determine whether the entered password is valid; and if the entered password is valid, configure the endpoint to support the entered extension (col. 3 lines 59-64).

prompt a user to enter a calling extension of an outgoing phone call from the endpoint (col. 3 lines 40-43, i.e., selects the Make Call option); and generate signaling data for communication with the outgoing phone call that identifies the entered calling extension (col. 3 lines 44-46, i.e., CTI Sever dials the contact).

Although Huang discloses client without hoteling "private mode" and clients hoteling enabled "shared mode" (See Huang –Fig. 1), and using the extensions to configure "private mode" or "shared mode" (See Huang – col. 5 lines 55-65, i.e., get the extension by hostname), and log in with their own unique ID and password (See Huang – col. 3 lines 59-60), but Huang does not specifically disclose to prompt the user.

Hickman teaches to prompt the user (See Hickman – paragraph [0079], i.e., the user can be prompted to enter their "caller-ID with extension", and paragraph [0082], i.e., prompts for and then detects the password of the user).

It would have been obvious to a person of ordinary in the art at the time of the invention was made to apply a known technique to known device (i.e., prompts the user to enter their extension, password) ready for improvement to yield predictable results (see KSR – MPEP 2143). Therefore, it would have been obvious to a person of

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ordinary in the art to incorporate the step of prompting the user, as taught by Hickman, into the method and system of Huang in order to enhance the extension mobility.

Regarding claims 7, 19 and 33, Huang teaches the system, the method and the computer-readable medium wherein the logic, and wherein the one or more processing units are further operable, in response to an incoming phone call received at the endpoint, to indicate a called extension of the incoming phone call if the endpoint is concurrently supporting multiple extensions of multiple users (col. 3 lines 46-48).

Regarding claims 8, 20 and 34, Huang teaches the system, the method and the computer-readable medium wherein the logic, and wherein the one or more processing units are operable to display the called extension of the incoming phone call at a display screen of the endpoint to indicate the called extension (col. 1 lines 58-61).

Regarding claims 10, 22 and 36, Huang teaches the system, the method and the computer-readable medium wherein the logic, and wherein the one or more processing units are operable to play a ring tone corresponding to the called extension to indicate the called extension (Fig. 1, 11-13, col. 3 lines 27-30, incoming calls are directed to the appropriate called extension of the telephone with hoteling enabled). Also, it is obvious to one of ordinary skill in the art that a ring tone will be played corresponding to the called extension.

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Regarding claims 12, 24 and 38, Huang teaches the system, the method and the computer-readable medium wherein the logic, and wherein the one or more processing units are further operable, if the endpoint is concurrently supporting multiple extensions, to generate signaling data for communication with every outgoing phone call from the endpoint according to a predetermined extension (col. 4 lines 55-65).

Regarding claims 13, 25 and 39, Huang teaches the system, the method and the computer-readable medium wherein the logic, and wherein the one or more processing units are further operable, if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, to configure the endpoint according to one or more preferences of the user (col. 4 lines 66-67, and col. 5 lines 1-4, i.e., support for any agent to use a single login “private mode”).

Regarding claims 14, 26 and 40, Huang teaches the system, the method and the computer-readable medium wherein the logic, and wherein the one or more processing units are further operable, in response to an outgoing phone call from the endpoint, to cause one or more of one or more call detail records (CDRs) and one or more billing records to be updated to indicate a calling extension of the outgoing phone call from the endpoint (col. 3 lines 40-45, i.e., make outgoing call from account contacts, col. 4 lines 13-15, i.e., call center agents track responses, col. 4 lines 45-46, i.e., checking runtime information).

Regarding claim 42, Huang teaches a system for enhanced extension mobility, the system comprising one or more processing units located at an endpoint and collectively operable to:

access user input indicating either:

a desire of a user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user (Fig. 1, 12 Client Without Hoteling "Private Mode", col. 1 lines 2-3, col. 3 lines 37-38); or

a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled "Shared Mode", col. 4 lines 19-22, col. 3 lines 59-60);

if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, configure the endpoint to support only an extension of the user and configure the endpoint according to one or more preferences of the user (Fig. 1, 12 Client Without Hoteling "Private Mode", 31 Application Server(s), 51 CTI Middleware Server, col. 4 lines 66-67, and col. 5 lines 1-4, i.e., support for any agent to use a single login "private mode");

if the user input indicates a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users, configure the endpoint to concurrently support an extension of the user and one or more other extensions of one

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or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled “Shared Mode”, 31 Application Server(s), 51 Middleware Server, col. 4 lines 19-22, col. 3 lines 59-60).

in response to an incoming phone call received at the endpoint, indicate a called extension of the incoming phone call if the endpoint is concurrently supporting multiple extensions of multiple users (col. 3 lines 46-48);

if the endpoint is concurrently supporting multiple extensions:

prompt a user to enter a calling extension of an outgoing phone call from the endpoint (col. 3 lines 40-43, i.e., selects the Make Call option); and

generate signaling data for communication with the outgoing phone call that identifies the entered calling extension (col. 3 lines 44-46, i.e., CTI Sever dials the contact).

However, Huang might not clearly disclose the user can be concurrently logged on at multiple endpoints and the endpoint concurrently support an extensions of the user and one or more other extensions of one or more users. Although Huang teaches the user can be logged on at multiple endpoints (Huang – col.2 lines 26-30, i.e., a traveling consultant is moving to different locations, using different computers in each location), and sharing the endpoint among multiple users (Huang – col. 4 lines 19-22). Also, Huang might not specifically disclose to prompt the user to enter a calling extension of an outgoing phone call.

In addition, the feature “the user can be concurrently logged on at multiple endpoints” is old and well known in the art (e.g., user can concurrently logons to

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different computers, another example is in the USPTO - an examiner can be concurrently logged on at multiple computers/workstations such as logged on the office computer/workstation and the examiner leave the computer/workstation for training, but remains logged on, and then again logs into another computer/workstation in the training laboratory).

In the same filed of endeavor, Baffes teaches a user can be concurrently logged on at multiple endpoints (see Baffes – Figs. 1-6, 34 USER, column 14 lines 26-36, and lines 51-58, i.e., a user logons and leaves the first computer, but remains logged on and the user goes to a second computer then again logs into this second computer), and Baffes further teaches that there is a need to provide information delivery to a user from any of multiple configurations (see Baffes – column 3, line 4 through column 4 line 6). Hickman teaches a system and a method for the endpoint concurrently support an extensions of the user and one or more other extensions of one or more users (See Hickman – Fig. 10, paragraph [0079], i.e., multiple users share “concurrently” a single telephone number and an “extension” can be provided to specify which individual is calling from that telephone number, e.g. “caller-ID 415-555-1234-33” with extension “33” can be used to indicate that the caller is user #33 of telephone number “415-555-1234”), and Hickman teaches to prompt the user (See Hickman – paragraph [0079], i.e., the user can be prompted to enter their “caller-ID with extension”). Hickman further teaches that there is a need for providing extension to identify a particular individual when a single telephone concurrently supports multiple users (see Hickman – paragraph [0018]).

Therefore, it would have been obvious to a person of ordinary in the art at the time of the invention was made to incorporate the features for a user can be concurrently logged on at multiple endpoints, the endpoint concurrently support an extensions of the user and one or more other extensions of one or more users and prompts the user, as taught by Baffes and Hickman, into the method and system of Huang in order to enhance the extension mobility. Since, Huang teaches the user can log into the server from any enabled endpoint and sharing the endpoint among multiple users extensions, and thus adding the user can be concurrently logged on at multiple endpoints and the endpoint concurrently support multiple users extensions and prompts the user is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143). One having ordinary skill in the art would have been motivated to make such a modification to provide the information delivery to a user from any of multiple configurations and the extension to identify a particular individual when a single telephone concurrently supports multiple users , as per the teachings of Baffes and Hickman.

4. Claims 9, 21 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Huang in view of Baffes, in view of Hickman, and further in view of Marcus et al. (U.S. Patent Number 5,933,488 hereinafter “Marcus”).

Regarding claims 9, 21, and 35, Huang, Baffes and Hickman disclose everything claimed as applied above (see claim 7, 19 and 33). However, Huang does not disclose

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expressly to audibly announce a name of a called user of the incoming phone call to indicate the called extension. Although Huang teaches to display the information associated with the call (Huang – col. 1 lines 58-60) and the phone is ringing (Huang – col. 3 lines 43-45), and Hickman teaches a greeting is provided when the extension is recognized (See Hickman – Fig. 10, step 278, paragraph [0081], i.e., if extension “33” belongs to “Bob Smith”, step 278 can greet Bob Smith with the greeting "Good morning, Bob - - -").

In the same field of endeavor, Marcus discloses a system and a method to automate an announcement system (Marcus - Fig. 1 – 30 ANNOUNCEMENT SYSTEM, 32 SPEAKER, col. 3 lines 1-4) and the audible announcement identifies the called party of the incoming phone call to indicate the called extension (Marcus – Fig. 1, col. 3 lines 10-14, col. 4 lines 33-40). The advantage of Marcus is additional level of security can be provided the check access and announcement access parameters (Marcus – Figs. 2-3, col. 2, lines 59-63, and col. 3 lines 15-18).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide Huang, Baffes and Hickman with the audible announcement to identifies the called party, as taught by Marcus, since Huang and Hickman teach the audible greeting when the extension is recognized, and thus adding the audible announcement to identifies the called party is to apply a known technique to a known device ready for improvement to yield predictable results (see KSR – MPEP 2143).

Response to Arguments

5. Applicant's arguments with respect to claims 1-42 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to KHAI N. NGUYEN whose telephone number is (571)270-3141. The examiner can normally be reached on Monday - Thursday 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad F. Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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/K. N. N./
Examiner, Art Unit 2614
07/16/2009

/Ahmad F Matar/
Supervisory Patent Examiner, Art Unit 2614